

Basic ITIL Glossary for Operations Reporting

Incident - An unplanned interruption to an IT Service or reduction in the Quality of an IT Service. Failure of a Configuration Item that has not yet affected Service is also an Incident. For example, Failure of one disk from a mirror set.

Major Incident - The highest Category of Impact for an Incident. A Major Incident results in significant disruption to the Business.

Note: People sometimes use loose terminology and/or confuse a major incident with a problem. In reality, an incident remains an incident forever – it may grow in impact or priority to become a major incident, but an incident never ‘becomes’ a problem. A problem is the underlying cause of one or more incidents and remains a separate entity always!

Problem - A cause of one or more Incidents. The cause is not usually known at the time a Problem Record is created, and the Problem Management Process is responsible for further investigation.

Service - A means of delivering value to Customers by facilitating Outcomes Customers want to achieve without the ownership of specific Costs and Risks.

Service Request - A request from a User for information or advice, or for a Standard Change or for Access to an IT Service. For example to reset a password, or to provide standard IT Services for a new User. Service requests are usually handled by a Service Desk.

User - A person who uses the IT Service on a day-to-day basis. Users are distinct from Customers, as some Customers do not use the IT Service directly.

Office of Government Commerce (2007). Service Operation ITIL, Version 3.